



**JONATHAN E. FIELDING, M.D., M.P.H.**  
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March 29, 2011

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H.  
Director and Health Officer

SUBJECT: **AMENDMENT TO FOUR EXISTING INFORMATION TECHNOLOGY  
SUPPORT SERVICES MASTER AGREEMENT WORK ORDERS**

This is to advise you of the Department of Public Health's (DPH) intent to request the Internal Services Department (ISD) to amend the current Information Technology Support Services Master Agreement (ITSSMA) Work Orders.

Due to staffing shortages, DPH has been using ITSSMA vendors to accomplish critical information technology (IT) support services to the Department for applications, PCs, printers, and other peripherals. DPH personnel utilize these IT applications and IT equipment to perform their day-to-day work duties. DPH is insufficiently staffed to provide timely Help Desk support and equipment maintenance. These work orders provide contracted staff to ensure this critical service is available.

The duties to be performed by the contractors include the following:

- Respond to end-user support calls.
- Use Help Desk software to document and track support calls.
- Reset passwords.
- Create system accounts.
- Equipment inventory tracking.
- Remote installation of software.
- Research equipment specification requests.
- Assist PC support staff as needed.
- Escalate problems to appropriate staff.
- Install remote control software.
- Utilize remote desktop software to perform system updates, modify installation parameters, desktop configurations, files and file system security.
- Update, install, and configure operating systems on all Windows desktops.
- Logically secure workstations.
- Join workstations to a Microsoft server environment.
- Utilize remote desktop software to secure all networked printers and removing unnecessary protocols from the setup.

Each Supervisor  
March 29, 2011  
Page 2

- Troubleshoot desktop problems such as IP conflicts, driver conflicts, DNS configuration issues, etc.
- Install and configure Symantec Antivirus.
- Imaging desktop computers.
- Perform computer salvage.

The ITSSMA contractors have developed an intimate knowledge of DPH's existing applications and are critical to the maintenance of DPH's daily operations. The continued use of these consultants will eliminate the need to train new contractors on support procedures and the intricacies of the DPH technical infrastructure.

DPH will submit a budget request to move Services and Supplies (S&S) budget allocation to Salary & Employee Benefits (S&EB) in order to hire two permanent IT Technical Support Analyst II to replace two of the ITSSMA contractors in Fiscal Year (FY) 2011-12. Two additional IT Technical Support Analyst II items will be requested for FY 2012-13 to replace the last two ITSSMA contractors. Until these requests are approved, the Department must augment its workforce through the use of the ITSSMA vendors. If DPH was not able to obtain the technical services and skill sets provided by these contractors, the lack of ongoing support would likely adversely affect DPH's ability to effectively and efficiently carry out DPH's functions and activities.

The contractors' hourly rates for these time and material Work Orders will remain the same through the extended terms of the Work Order to June 30, 2012. Sufficient funds are available in the Department's budget.

VENDOR	WORK ORDER No.	Work Order Current Maximum Amount	Proposed Increase	Work Order New Maximum Amount
Rydek Computer Professionals Unlimited, Inc.	04-1358	\$162,800	\$55,000	\$217,800
Totalis Consulting Group, Inc.	04-2215	\$196,700	\$38,000	\$234,700
Staff Tech, Inc.	04-2216	\$182,700	\$110,000	\$292,700
Unified Technical, Inc.	04-2217	\$194,500	\$63,500	\$258,000
TOTALS		\$736,700	\$266,500	\$1,003,200

Consistent with ITSSMA policies and procedures, we are informing your Board of our intent to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board by April 5, 2011, we will request ISD to proceed with the amendment of these Work Orders.

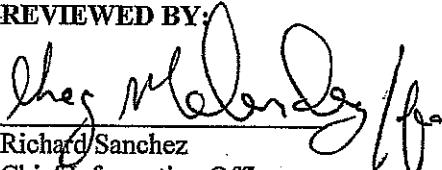
If you have any questions or require additional information, please let me know.

JEF:jrc

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors  
Chief Information Officer  
Director, Internal Services Department

Each Supervisor  
March 29, 2011  
Page 3

REVIEWED BY:

  
Richard Sanchez  
Chief Information Officer

3/31/2011  
Date